



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

MAIL SYSTEMS SPECIALIST

Class No. 003047

■ CLASSIFICATION PURPOSE

Under general direction to plan, coordinate, and direct the activities of the county mail center.

■ DISTINGUISHING CHARACTERISTICS

This is a one-position class found only in the Department of General Services. The Mail Systems Specialist differs from the next lower class of Senior Mail Carrier in that the latter is a first-line supervisory class, whereas the Mail Systems Specialist has administrative and comprehensive supervisory responsibility over the County's central mail center.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Plans work and delivery route schedules with Senior Mail Carriers and workflow for Mail Processing Group.
2. Plans, directs, coordinates, assigns work, trains, and evaluates the work of supervisory personnel in the performance of mail center services.
3. Maintains inventories and records.
4. Maintains current information on meter mail rates and ensures correct postage of all metered mail.
5. Acts as liaison with departments and other government agencies to determine their respective needs and requirements.
6. Prepares reports as required.
7. Interprets and complies with postal regulations.
8. Provides responsive, high quality service to County employees, representatives of outside agencies, and members of the public by providing accurate, complete, and up-to-date information, in a courteous, efficient and timely manner.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- General office procedures and practices that pertain to mail center services.
- Supervision and training principles and practices.
- Methods for planning and scheduling workloads.
- Methods for maintaining adequate stock inventories.
- U.S. Postal mailing regulations and rates.
- Safety practices.
- Department and County policies and procedures.
- County customer service objectives and strategies.
- The General Management System in principle and in practice.

Skills and Abilities to:

- Plan, direct, coordinate, assign, train, and evaluate the work of subordinate personnel performing mail services.
- Operate and perform minor repair and maintenance of manual and automated mail processing equipment.
- Prepare quotes for customers.

- Manage maintenance and service contracts.
- Effectively communicate orally and in writing.
- Establish effective working relationships with management, employees, employee representatives, and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. Three (3) years of progressively responsible experience in the central mail distribution center of an organization having more than 10,000 employees or in the U.S. Postal Services, at least one (1) year of which must have included supervisory responsibilities; **OR**,
2. Two (2) years of experience as a Senior Mail Carrier with the County of San Diego.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files, weighing up to 70 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Work is performed indoors in adequate workspace with adequate temperature, ventilation, and lighting. Above average exposure to noise from various types of machinery. Incumbents appointed to this classification may be subject to work overtime.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbent appointed to permanent position in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

New: January 13, 1965
Revised: February 12, 2003
Reviewed: Spring 2003